

Pharmacy Reengineering (PRE)
Inbound ePrescribing (IEP) 5.0
User Guide



November 2021

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Department of Veterans Affairs (VA)

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Revision History

Date	Version	Description	Author
11/01/2021	5.0	PSO*7.0*617: <ul style="list-style-type: none"> Updated all screen captures with the latest versions Included changes related to Controlled Substance and Controlled Substance eRx processing Updated Title page, Revision History, and Footers 	Liberty ITS
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05/07/2019	2.6	Updated document for the following: <ul style="list-style-type: none"> Standardized images throughout document Clarified patient DOB format under Table 3 Added Note to replace text “Dispense Notes” with “Substitutions” under Track/Audit Details screen in Section 5 Inbound/Outbound Message Detail 	Technatomy

Date	Version	Description	Author
		<ul style="list-style-type: none"> • Added Note to indicate the change of screen/page title from “Users” to “User Management” in section 2.2.5 User Management • Included description for ERX LOOK-BACK DAYS display on the Holding Queue’s Traditional View and Patient Centric Views in section in section 3.5.1.2.1. Non-Actionable records are those that are in the Holding Queue but are not displayed in the List View. All records acknowledged, removed, rejected, processed/completed and auto-canceled are non-actionable. Non-Actionable records further include: <ul style="list-style-type: none"> • RxRenewal Request • RxRenewal Response – Approved • RxRenewal Response – Approved with Changes (change to drug data only) • RxChange Request • CancelRx Response • Inbound Errors related to CancelRx Responses <p>For additional information on Actionable and Non-Actionable eRx Status Codes, refer to the tables in Appendix B: Holding Queue Status Codes & Descriptions.</p> <ul style="list-style-type: none"> • eRx Default Loopback Days • Replaced column label “LAST USER” with “LOCKED BY” and updated the description under Table 9 • Added the information for LOCKED BY column in section 3.5.2 Patient Centric View • Replaced Figure 3-14, Figure 3-16, Figure 3-17, Figure 3-18, Figure 3-19, Figure 3-42, Figure 3-52, Figure 3-55, Figure 3-56, Figure 3-57, Figure 3-59, Figure 3-60, Figure 3-61, and Figure 3-68 for updated layout • Added Note and included to indicate to the user that a Provider’s DEA# has expired in section 3.6.2.3 Edit Provider • Removed reference to “Limited Duration” field from Validate Drug/SIG for the modified workflow in section 3.6.3.3 Edit Drug/SIG • Added description under Note for modified workflow in section 3.6.3.3 Edit Drug/SIG • Updated description for VistA Days Supply calculation in section 3.6.3.3.1 Additional Field-level Information • Added scenarios for Quantity/Days Supply workflow under VD Edit screen based on Available Dosage(s) in section 3.6.3.3.2 Quantity/Days Supply work flow under Validate Drug/SIG > Edit: • Added Note to replace text “Qty Qualifier” with “Code List Qualifier” and replace, “DAW Code” with “Substitutions” in section 3.13 Complete Orders from OERR and Patient Prescription Processing • Added Note describing eRx Date, Date Written, Issue Date, and Written Date fields in section 3.13 Complete 	

Date	Version	Description	Author
		Orders from OERR and Patient Prescription Processing	
11/09/2018	2.5	<ul style="list-style-type: none"> • Updated per HPS Review pgs. 55, 57, 87, 88, 90, 92, 194, and 195. • Updated Cover page to month of November (pg. i) (TWR, 508 accessibility checks, document is compliant) 	Technatomy
10/24/2018	2.4	Update TOC – Remove Graphic and reran TOC	Technatomy
08/27/2018	2.3	Technical Writer Review and 508 accessibility checks	Technatomy
08/01/2018	2.2	Updated screenshots and added RxRenewal Requests and Responses and CancelRx Requests and Responses sections	Liberty ITS
07/28/2018	2.1	Updated screenshots and added 30-day Lookback	Technatomy
4/12/2018	2.0	Updated screenshots to include 2.1 changes	Liberty ITS
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Unit 6. CancelRx Requests and Responses

The CancelRx Request is sent by the external/non-VA provider for a fillable eRx, so it is not processed and dispensed by VA Pharmacy. Upon successfully canceling a fillable eRx (or auto-Discontinue in Outpatient), VA Pharmacy sends back either an automated or manual CancelRx Response. When an automated CancelRx Response is sent to the provider's EHR system, user intervention is not required. When a user must take action on the prescription for which a CancelRx Request has been received, the user may send a manual CancelRx Response.

6.1 CancelRx Request in the eRx Holding Queue

When a CancelRx Request is received in the Holding Queue, it is displayed in the list view in one of the actionable statuses until it is acknowledged. Depending on the status of the fillable eRx on which the CancelRx Request has been received, the status of the request is changed according to the status of the fillable eRx prior to canceling or auto-Discontinuing. For a full list of CancelRx Request statuses, please refer to [Table 13: Holding Queue Status Codes & Descriptions for CancelRx Request Message Type](#) in [Appendix B: Holding Queue Status Codes & Descriptions](#).

Once the request is acknowledged, it is no longer displayed in the list view. CancelRx Request messages may be retrieved at any point using <MV> Message View and/or <SR> Search.

1. From the eRx Holding Queue List screen, type <MV> Message View.
2. Type CancelRx Request.

The CancelRx Request message statuses are displayed in the "Status" column on the eRx Holding Queue.

PSO ERX HOLDING QUEUE						
Sep 30, 2020@13:36:55				Page: 36 of 37		
PSO ERX HOLDING QUEUE						
ERX LOOK-BACK DAYS: 120 (Jun 02, 2020)						
+	Patient	DOB	Drug	Provider	STA	Rec Date
534.			Janumet 1000 mg-50 mg		N	9/29/20
535.			Losartan Potassium 50		CAF	9/29/20
536.			Amoxicillin-Pot Clavu		CAF	9/29/20
537.			TEST DRUG		CAP	9/29/20
538.			TEST DRUG		CAO	9/29/20
539.			potassium chloride (K		CAH	9/29/20
540.			iron polysaccharides		RXR	9/30/20
541.			Topamax 100 MG Tablet		HC	9/30/20
Enter ?? for more actions						
SI Select Item			SO Sort Entries			
SR Search Queue			MV Message View			
Select Action:Quit//						

Figure 6-1: CAO Status in Holding Queue

6.2 CancelRx Response in the eRx Holding Queue

There are two types of CancelRx Responses:

- Approved
- Denied

6.2.1 Approved

An Approved CancelRx Response is sent back to the requesting non-VA provider when either the system or the user has been able to successfully cancel or auto-Discontinue the fillable eRx.

- In most cases, the system sends an automated Approved CancelRx Response to the requesting non-VA Provider.
- In certain cases, the system only cancels the fillable eRx in the Holding Queue and does not send an automated response. In these scenarios, the user can acknowledge the request and send a manual response.

6.2.2 Denied

A Denied CancelRx Response is sent back to the requesting non-VA provider when either the system or the user has not been able to successfully cancel or auto-Discontinue the fillable eRxs.

- At this time, there is no automated Denied CancelRx Response sent from VA Pharmacies to the requesting non-VA Provider.
- When the user has not been able to locate and cancel/auto-Discontinue the fillable eRx or when the user has chosen not to cancel/auto-Discontinue the fillable eRx, the user may acknowledge the request and send a manual Denied response.

6.3 CancelRx Request Message Details View

The Pharmacy user may select the CancelRx Request message from the Holding Queue to view the message details in the Message Details View.

1. From the eRx Holding Queue List screen, type <MV> Message View.
2. Type **CancelRx Request**.

PSO ERX HOLDING QUEUE		Sep 30, 2020@13:44:12		Page: 36 of 37	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (Jun 02, 2020)			
+	Patient	DOB	Drug	Provider	STA Rec Date
534.			Janumet 1000 mg-50 mg		N 9/29/20
535.			Losartan Potassium 50		CAF 9/29/20
536.			Amoxicillin-Pot Clavu		CAF 9/29/20
537.			TEST DRUG		CAP 9/29/20
538.			TEST DRUG		CAO 9/29/20
539.			potassium chloride (K		CAH 9/29/20
540.			iron polysaccharides		RXR 9/30/20
541.			Topamax 100 MG Tablet		HC 9/30/20

Enter ?? for more actions

SI Select Item

SR Search Queue

Select Action:Quit//

SO Sort Entries

MV Message View

Figure 6-2: Holding Queue List View

3. Select the desired record from the list.

The CancelRx Request message details display.

eRx Holding Queue Display		Sep 30, 2020@13:39:11	Page: 1 of 4
eRx Patient: [REDACTED]			
eRx Reference #: [REDACTED]			
eRx HT: (cm)()		eRx WT: (kg)()	
CANCELRX			
eRx Status: CANCEL PAPER RX OR FAXED RX			
eRx Patient Primary Telephone: [REDACTED]		DOB: [REDACTED]	
eRx Patient: [REDACTED]			
eRx Provider Primary Telephone: [REDACTED]		NPI: [REDACTED]	
eRx Provider: [REDACTED]			
eRx Drug: TEST DRUG			
eRx Qty: 30	eRx Refills: 1	eRx Days Supply: 30	
eRx Written Date: SEP 29, 2020		eRx Issue Date: SEP 29, 2020	
eRx Sig:			
Apply to affected areas on arms, legs, and trunk twice daily for 10-14 days,			
+ Enter ?? for more actions			
VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)	
P Print	RJ (Reject)	AC (Accept eRx)	
H (Hold)	UH (Un Hold)	RM (Remove eRx)	
Select Action:Next Screen//			

Figure 6-3: CancelRx Request Details

The user may continue to scroll through the CancelRx Request Details page to view CancelRx Request Information.

eRx Holding Queue Display		Sep 30, 2020@13:39:44	Page: 2 of 4
eRx Patient: [REDACTED]			
eRx Reference #: [REDACTED]			
eRx HT: (cm)()		eRx WT: (kg)()	
+			
*****CANCEL REQUEST INFORMATION*****			
Request Status: CANCEL PAPER RX OR FAXED RX			
Requested By: [REDACTED]			
Request Date/Time: SEP 29, 2020@13:45:53			
Original eRx not found in Hub and/or in Vista.			
Request Comments:			
Comments By:			
Comments Date/Time:			
I			
*****MESSAGE HISTORY*****			
+ Enter ?? for more actions			
VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)	
P Print	RJ (Reject)	AC (Accept eRx)	
H (Hold)	UH (Un Hold)	RM (Remove eRx)	
Select Action:Next Screen//			

Figure 6-4: CancelRx Request Details – CancelRx Request Information

6.4 CancelRx Response Message Details View

The Pharmacy user may select the CancelRx Response message from the Holding Queue to view the message details in the Message Details View.

1. From the eRx Holding Queue List screen, type <MV> Message View.
2. Type **CancelRx Response**.

PSO ERX HOLDING QUEUE		Sep 30, 2020@13:40:09		Page: 1 of 2	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (Jun 02, 2020)			
Patient	DOB	Drug	Provider	STA	Rec Date
1.		3 TEST DRUG		CNP	9/29/20
2.		Losartan Potassium 50		CNP	9/29/20
3.		Losartan Potassium 50		CNP	9/29/20
4.		Fosamax Plus D 70 mg-		CNP	9/21/20
5.		metformin (GLUCOPHAGE		CNP	9/18/20
6.		Amaryl 4 mg Tablet		CNP	9/18/20
7.		Fosamax Plus D 70 mg-		CNP	9/18/20
8.		ibuprofen (MOTRIN) 80		CNP	9/17/20
9.		predniSONE 20 mg tabl		CNP	9/16/20
10.		predniSONE 20 mg tabl		CNP	9/15/20
11.		Topamax 100 MG Tablet		CNP	9/15/20
12.		N/A		CNP	9/11/20
13.		N/A		CNP	9/11/20
14.		Fosamax Plus D 70 mg-		CNP	9/1/20
15.		Amaryl 4 mg Tablet		CNE	8/21/20
+ Enter ?? for more actions					
SI Select Item		SO Sort Entries			
SR (Search Queue)		MV (Message View)			
Select Action:Next Screen//					

Figure 6-5: Holding Queue List View - CancelRx Response

3. Select the desired record from the list.

The CancelRx Response message details display.

eRx Holding Queue Display			Sep 27, 2021@10:33:54			Page: 1 of 4		
eRx Patient:								
eRx Reference #:								
eRx HT: (cm)()			eRx WT: (kg)()					
CANCELRXRESPONSE - APPROVED								
eRx Status: CANCEL RESPONSE PROCESSED								
Last New Rx status: N - NEW								
eRx Patient Primary Telephone:								
eRx Patient:						DOB:		
eRx Provider Primary Telephone:								
eRx Provider:						DEA#:		
						NPI:		
eRx Drug: PHENOBARBITAL 100MG TAB								
eRx Qty:			eRx Refills:			eRx Days Supply:		
eRx Written Date:						eRx Issue Date:		
+ Enter ?? for more actions								
VP (VALIDATE PATIENT)			VM (VALIDATE PROVIDER)			VD (VALIDATE DRUG/SIG)		
P Print			RJ (Reject)			AC (Accept eRx)		
H (Hold)			UH (Un Hold)			RM (Remove eRx)		
Select Action:Next Screen//								

eRx Holding Queue Display			Sep 27, 2021@10:34:46			Page: 2 of 4		
eRx Patient:								
eRx Reference #:								
eRx HT: (cm)()			eRx WT: (kg)()					
+								
*****CANCEL RESPONSE INFORMATION*****								
APPROVED								
Response Status:								
Request/Response Type: APPROVED								
Response: Rx was never dispensed. Canceled at Pharmacy								
Response by:								
Response Date/Time: SEP 16, 2021@15:05:44								
Response Comments:								
Comments By:								
Comments Date/Time:								
*****CANCEL REQUEST INFORMATION*****								
+ Enter ?? for more actions								
VP (VALIDATE PATIENT)			VM (VALIDATE PROVIDER)			VD (VALIDATE DRUG/SIG)		
P Print			RJ (Reject)			AC (Accept eRx)		
H (Hold)			UH (Un Hold)			RM (Remove eRx)		
Select Action:Next Screen//								

Figure 6-6: CancelRx Response Details

6.5 CancelRx Process

The CancelRx Process involves auto-Canceling a fillable eRx in the Holding Queue and auto-Discontinuing the record in the Outpatient Profile if it is already processed from the Holding Queue. In most cases, the system also sends an Approved CancelRx Response.

In some scenarios, the user must manually discontinue the prescription in the Outpatient Profile and then send a manual Approved CancelRx Response at the time of acknowledging the request.

If the user is unable to locate the fillable eRx and/or if the user is not going to cancel/discontinue the prescription, the user may send a manual Denied CancelRx Response.

If a manual Approved CancelRx Response, an automated Approved CancelRx Response, or a manual Denied CancelRx Response is sent successfully from VistA, the status of the CancelRx Response is marked CNP (CancelRx Response Processed). If the CancelRx Response is not successfully sent from VistA to the eRx Transaction Hub, then the corresponding CancelRx Request is marked CAX (CancelRx Response from VistA Unsuccessful). CNP is a non-actionable status and CAX is an actionable status. They can be retrieved in the Holding Queue using <MV> Message View or <SR> Search actions.

NOTE: When CancelRx Request is received for a RxRenewal Response or a RxChange Response, the user should find all the related records in the Holding Queue and in OP, ensure that the intended records are canceled prior to acknowledging the request.

6.5.1 CancelRx Process - eRx Records in the Holding Queue

When a CancelRx Request is received, the eRx Transaction Hub sends the record to the Holding Queue. There are scenarios that apply both when there is no matching fillable eRx record for the CancelRx Request received and when there is a matching fillable eRx record for the CancelRx Request received.

6.5.1.1 No Matching Fillable eRx or No Auto-Cancel

The following scenarios apply when there is no matching fillable eRx record for the CancelRx Request received:

- If there is no matching fillable eRx in the eRx Transaction Hub, the request is received and displayed in the Holding Queue's list view in status CAP (Cancel Paper Rx or Faxed Rx).
- When the CancelRx Request is received in the Holding Queue but does not auto-Cancel a record, it is marked with the status CAR (CancelRx Request Received).

In cases where the CancelRx Request status is marked as CAR or CAP, the user must acknowledge the requests and send out manual Approved or Denied CancelRx Responses.

The following table provides the CancelRx Request statuses before and after Acknowledging, CancelRx Response status, and the information sent back to the requesting non-VA provider on Approved and Denied CancelRx Responses.

Table 1: CancelRx Request and Response

CancelRx Request Status (Before ACK)	CancelRx Request Status (After ACK)	CancelRx Response Status (After ACK)	Manual Approved CancelRx Response > Note	Manual Denied CancelRx Response > Denial Reason
CAR (CANCELRX REQUEST RECEIVED)	CAA (CANCELRX REQUEST ACKNOWLEDGED)	CNP (CANCELRX RESPONSE PROCESSED)	Rx was never dispensed. Canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
CAP (CANCEL PAPERRX OR FAXED RX)	CAA	CNP	Rx was never dispensed. Canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.

For more information on the <ACK> Acknowledge action, refer to section [6.7 Acknowledge: Hidden Action for CancelRx Request](#).

To view a CancelRx Request details screen, select the desired record from the Holding Queue.

PSO ERX HOLDING QUEUE		Sep 30, 2020@13:44:12		Page: 36 of 37	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (Jun 02, 2020)			
+	Patient	DOB	Drug	Provider	STA Rec Date
534.			Janumet 1000 mg-50 mg		N 9/29/20
535.			Losartan Potassium 50		CAF 9/29/20
536.			Amoxicillin-Pot Clavu		CAF 9/29/20
537.			TEST DRUG		CAP 9/29/20
538.			TEST DRUG		CAO 9/29/20
539.			potassium chloride (K		CAH 9/29/20
540.			iron polysaccharides		RXR 9/30/20
541.			Topamax 100 MG Tablet		HC 9/30/20
Enter ?? for more actions					
SI Select Item		SO Sort Entries			
SR Search Queue		MV Message View			
Select Action:Quit//					

Figure 6-7: Holding Queue List View – CAP

The details screen displays the eRx information along with the CancelRx Request information.

```

eRx Holding Queue Display      Sep 30, 2020@13:39:11      Page: 1 of 4
eRx Patient: [REDACTED]
eRx Reference #: [REDACTED]
eRx HT: (cm)()                eRx WT: (kg)()

CANCELRX
eRx Status: CANCEL PAPER RX OR FAXED RX
eRx Patient Primary Telephone: [REDACTED]
eRx Patient: [REDACTED]                DOB: [REDACTED]
eRx Provider Primary Telephone: [REDACTED]
eRx Provider: [REDACTED]                NPI: [REDACTED]

eRx Drug: TEST DRUG
eRx Qty: 30          eRx Refills: 1      eRx Days Supply: 30
eRx Written Date: SEP 29, 2020          eRx Issue Date: SEP 29, 2020

eRx Sig:
Apply to affected areas on arms, legs, and trunk twice daily for 10-14 days,
+ Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)      VD (VALIDATE DRUG/SIG)
P Print                    RJ (Reject)                AC (Accept eRx)
H (Hold)                  UH (Un Hold)         RM (Remove eRx)
Select Action:Next Screen//
  
```

Figure 6-8: CAP Details Screen 1

```

eRx Holding Queue Display      Sep 30, 2020@13:45:13      Page: 2 of 4
eRx Patient: [REDACTED]
eRx Reference #: [REDACTED]
eRx HT: (cm)()                eRx WT: (kg)()
+

*****CANCEL REQUEST INFORMATION*****

Request Status: CANCEL PAPER RX OR FAXED RX
Requested By: [REDACTED]
Request Date/Time: SEP 29, 2020@13:45:53
Original eRx not found in Hub and/or in Vista.

Request Comments:
Comments By:
Comments Date/Time:

*****MESSAGE HISTORY*****
+ Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)      VD (VALIDATE DRUG/SIG)
P Print                    RJ (Reject)                AC (Accept eRx)
H (Hold)                  UH (Un Hold)         RM (Remove eRx)
Select Action:Next Screen//
  
```

Figure 6-9: CAP Details Screen 2

6.5.1.2 Matching Fillable eRx Prescription Found

When the CancelRx Request is received in the Holding Queue and finds a matching fillable eRx record to be canceled, the status of the fillable eRx record changes to “CAN” (Original eRx Canceled in Holding Queue) from its previously known status. In the case of a NewRx record, those statuses are: “N”, “I”, “W”, “Hxx (where x = letter)”, “RJ” or “RM”. Once the fillable prescription is marked “CAN”, it is not an actionable entry and is not displayed in the Holding Queue’s list view.

6.5.1.2.1 Automated Approved CancelRx Responses

Table 2: Scenarios for Automated Approved CancelRx Responses

NewRx Status	CancelRx Request Status (Before ACK)	CancelRx Response Status	Automated Approved CancelRx Response > Note
N (NEW)	CAO (CANCEL PROCESS COMPLETE)	CNP (CANCELRX RESPONSE PROCESSED)	Rx was never dispensed. Canceled at Pharmacy.
RJ (REJECTED)	CAO	CNP	Rx was never dispensed. Rejected at Pharmacy.

To view an Automated CancelRx Response details screen, select the desired record from the Holding Queue.

PSO ERX HOLDING QUEUE			Sep 30, 2020@13:46:19	Page:	36 of 37
PSO ERX HOLDING QUEUE					
ERX LOOK-BACK DAYS: 120 (Jun 02, 2020)					
+	Patient	DOB	Drug	Provider	STA Rec Date
534.			Janumet 1000 mg-50 mg		N 9/29/20
535.			Losartan Potassium 50		CAF 9/29/20
536.			Amoxicillin-Pot Clavu		CAF 9/29/20
537.			TEST DRUG		CAP 9/29/20
538.			TEST DRUG		CAO 9/29/20
539.			potassium chloride (K		CAH 9/29/20
540.			iron polysaccharides		RXR 9/30/20
541.			Topamax 100 MG Tablet		HC 9/30/20

Enter ?? for more actions

SI Select Item

SR Search Queue

Select Action:Quit//

SO Sort Entries

MV Message View

Figure 6-10: CAO Status in Holding Queue List View

The details screen displays the eRx information along with the CancelRx Request information.

eRx Holding Queue Display		Sep 30, 2020@13:48:57		Page: 1 of 5	
eRx Patient: [REDACTED]					
eRx Reference #: [REDACTED]					
eRx HT: (cm)()			eRx WT: (kg)()		
CANCELRX					
eRx Status: CANCEL PROCESS COMPLETE					
Current Status Details: First Fill:9/29/20, Last Fill:9/29/20, Refills Remaining					
Last New Rx status: PR - PROCESSED					
Outpatient Prescription status: DISCONTINUED					
eRx Patient Primary Telephone: [REDACTED]					
eRx Patient: [REDACTED]			DOB: [REDACTED]		
eRx Provider Primary Telephone: [REDACTED]					
eRx Provider: [REDACTED]			NPI: [REDACTED]		
eRx Drug: TEST DRUG					
eRx Qty: 30		eRx Refills: 1		eRx Days Supply: 30	
eRx Written Date: SEP 29, 2020			eRx Issue Date: SEP 29, 2020		
+ Enter ?? for more actions					
VP (VALIDATE PATIENT)		VM (VALIDATE PROVIDER)		VD (VALIDATE DRUG/SIG)	
P Print		RJ (Reject)		AC (Accept eRx)	
H (Hold)		UH (Un Hold)		RM (Remove eRx)	
Select Action:Next Screen//					

Figure 6-11: CAO Details Screen 1

As the user continues to scroll, the CancelRx Response Information displays.

eRx Holding Queue Display		Sep 30, 2020@13:49:40		Page: 3 of 5	
eRx Patient: [REDACTED]					
eRx Reference #: [REDACTED]					
eRx HT: (cm)()			eRx WT: (kg)()		
+ Enter ?? for more actions					
*****CANCEL REQUEST INFORMATION*****					
Request Status: CANCEL PROCESS COMPLETE					
Requested By: [REDACTED]					
Request Date/Time: SEP 29, 2020@13:48:43					
Request Comments:					
Comments By:					
Comments Date/Time:					
*****CANCEL RESPONSE INFORMATION*****					
APPROVED					
Response Status: I					
+ Enter ?? for more actions					
VP (VALIDATE PATIENT)		VM (VALIDATE PROVIDER)		VD (VALIDATE DRUG/SIG)	
P Print		RJ (Reject)		AC (Accept eRx)	
H (Hold)		UH (Un Hold)		RM (Remove eRx)	
Select Action:Next Screen//					

Figure 6-12: CAO Details Screen 2

6.5.1.2.2 Manual Approved or Denied CancelRx Responses

Table 3: Scenarios for Manual Approved or Denied CancelRx Responses

Inbound eRx Message Type	eRx Status	CancelRx Request Status (Before ACK)	CancelRx Request Status (After ACK)	CancelRx Response Status (After ACK)	Manual Approved CancelRx Response > Note	Manual Denied CancelRx Response > Denial Reason
NewRx	I / Hxx / W / RM	CAH (CANCEL COMPLETED IN HOLDING QUEUE)	CAA (CANCELRX REQUEST ACKNOWLEDGED)	CNP (CANCELRX RESPONSE PROCESSED)	Rx canceled at Pharmacy.	Rx Not Canceled – Rx not found in pharmacy system.
RxRenewal Response	RXR / RXE / RXI / RXW / RXP / RXC	CAH	CAA	CNP	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
RxChange Response	CXN / CXE / CXA / CXV / CXY / CXD / CXI / CXW / CXP / CXC	CAH	CAA	CNP	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.

To view a manually approved CancelRx Response details screen, select the desired record from the Holding Queue.

PSO ERX HOLDING QUEUE		Sep 30, 2020@13:51:38		Page: 1 of 5	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (Jun 02, 2020)			
Patient	DOB	Drug	Provider	STA	Rec Date
1.		potassium chloride (K		CAH	9/29/20
2.		TEST DRUG		CAO	9/29/20
3.		TEST DRUG		CAP	9/29/20
4.		Amoxicillin-Pot Clavu		CAF	9/29/20
5.		Losartan Potassium 50		CAF	9/29/20
6.		Losartan Potassium 50		CAA	9/29/20
7.		Losartan Potassium 50		CAA	9/29/20
8.		Fosamax Plus D 70 mg-		CAA	9/21/20
9.		Lisinopril-Hydrochlor		CAH	9/21/20
10.		metformin (GLUCOPHAGE		CAA	9/18/20
11.		Amaryl 4 mg Tablet		CAA	9/18/20
12.		Fosamax Plus D 70 mg-		CAP	9/18/20
13.		Fosamax Plus D 70 mg-		CAA	9/18/20
14.		Fosamax Plus D 70 mg-		CAP	9/17/20
15.		Fosamax Plus D 70 mg-		CAP	9/17/20
+ Enter ?? for more actions					
SI Select Item		SO Sort Entries			
SR (Search Queue)		MV (Message View)			
Select Action:Next Screen//					

Figure 6-13: CAH Status in Holding Queue List View

The details screen displays the eRx information along with the CancelRx Request information. In the example below, the Last NewRx Status displays as “I” (In Process).

eRx Holding Queue Display	Sep 22, 2021@10:08:01	Page: 1 of 3
eRx Patient: [REDACTED]		
eRx Reference #: [REDACTED]		
eRx HT: (cm)()	eRx WT: (kg)()	
CANCELRX		
eRx Status: CANCEL COMPLETED IN HOLDING QUEUE		
Last New Rx status: RXI - RXRENEWAL RESPONSE - IN PROCESS		
eRx Patient Primary Telephone: [REDACTED]		
eRx Patient: [REDACTED]	DOB: [REDACTED]	
eRx Provider Primary Telephone: [REDACTED]		
eRx Provider: [REDACTED]	DEA#: [REDACTED]	NPI: [REDACTED]
eRx Drug: Cotempla XR-ODT 17.3 mg tablet [C-II]		
eRx Qty: 30	eRx Refills: 1	eRx Days Supply:
eRx Written Date: SEP 15, 2021		eRx Issue Date: SEP 17, 2021
+ Enter ?? for more actions		
VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)
P Print	RJ (Reject)	AC (Accept eRx)
H (Hold)	UH (Un Hold)	RM (Remove eRx)
Select Action:Next Screen//		

Figure 6-14: CAH Details Screen

6.5.2 CancelRx Process - eRx Records in Outpatient Profile

When the CancelRx Request is received in the Holding Queue for a NewRx record to be canceled, and the status of the NewRx record is “PR” (Processed), an entry exists on the Outpatient side, the status changes to “CAN” (Original eRx Canceled in Holding Queue). Once the original prescription is marked “CAN”, it is not an actionable entry and is not displayed in the Holding Queue’s list view.

When the NewRx is in one of the statuses as specified in the table below, an automated Approved CancelRx Response is sent outbound after auto-Discontinuing the Prescription in OP. The Activity log for the prescription captures the auto-Discontinue activity from this process.

6.5.2.1 Automated Approved CancelRx Responses

Table 4: Scenarios for Automated Approved CancelRx Responses when the original is a NewRx

NewRx Prescription Status in OP	CancelRx Request Status (Before ACK)	CancelRx Response Status	Automated Approved CancelRx Response > Note
Active	CAO (CANCEL PROCESS COMPLETE)	CNP (CANCELRX RESPONSE PROCESSED)	First Fill:6/12/18, Last Fill:6/12/18, Renewals Remaining:0 (Example only)
Pending	CAO	CNP	Rx was never dispensed. Canceled at Pharmacy.
Discontinued	CAO	CNP	Prescription is already discontinued at the Pharmacy.
Refill	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Renewals Remaining:0 (Example only)
Hold	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Renewals Remaining:0 (Example only)
Suspended	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Renewals Remaining:0 (Example only)
Expired	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Renewals Remaining:0 (Example only)
Discontinued by Provider	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Renewals Remaining:0 (Example only)
Discontinued (Edit)	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Renewals Remaining:0 (Example only)
Provider Hold	CAO	CNP	First Fill:6/12/18, Last Fill:6/12/18, Renewals Remaining:0 (Example only)

Navigate to the patient Medication Profile and select the desired eRx record.

Medication Profile		Sep 30, 2020@13:54:26		Page: 2 of 3				
PID: [REDACTED] DOB: [REDACTED] SEX: FEMALE CrCL: <Not Found> (CREAT: Not Found)		<NO ALLERGY ASSESSMENT> Ht(cm): _____ (_____) Wt(kg): _____ (_____) BSA (m2): _____						
#	RX #	DRUG	QTY	ST	ISSUE DATE	LAST FILL	REF REM	DAY SUP
10	&	LISINOPRIL 10MG TAB	30	E>	08-10	08-10	0	30
11	&	LOSARTAN POTASSIUM 50MG TAB	90	A	09-29	09-29	0	90
12	&	METFORMIN HCL 1000MG TAB	180	A>	09-09	09-09	2	90
13	&	NYSTATIN 100000 UNT/GM CREAM	2700	A>	03-24	03-24	1	90
14	&	PREDNISONE 20MG TAB	8	A>	09-28	09-29	2	4
15	&	SIMVASTATIN 40MG TAB	90	A>	09-28	09-28	0	90
-----DISCONTINUED-----								
16	&	ATENOLOL 50MG TAB	30	DC>	09-28	09-28	0	30
17	&	CARVEDILOL 6.25MG TAB	180	DC>	03-24	03-24	0	90
18	&	FAMOTIDINE 20MG TAB	60	DC>	09-30	09-30	0	30
+ Enter ?? for more actions								
PU Patient Record Update		NO New Order						
PI Patient Information		SO Select Order						
Select Action: Next Screen// █								

Figure 6-15: Medication Profile

The Rx Activity Log displays.

Rx Activity Log		Sep 30, 2020@14:02:48		Page: 1 of 1	
PID: [REDACTED] DOB: [REDACTED]		<A> Ht(cm): _____ (_____) Wt(kg): _____ (_____)			
Rx #: 2721411 Original Fill Released: Routing: Mail Finished by: [REDACTED]					
eRx Activity Log:					
#	Date	Reason	Rx Ref	Initiator Of Activity	
=====					
1	9/29/20@13:48:43	Comments: Canceled by external provider (eRx)			
Enter ?? for more actions					
Select Action:Quit// █					

Figure 6-16: Rx Activity Log 1

Rx Activity Log		Sep 30, 2020@14:02:32		Page: 1 of 1																																																							
PID: [REDACTED] DOB: [REDACTED]		Ht(cm): [REDACTED] (<input type="text"/>) Wt(kg): [REDACTED] (<input type="text"/>)																																																									
Rx #: 2721411 Original Fill Released: Routing: Mail Finished by: [REDACTED]																																																											
Activity Log: <table border="1"> <thead> <tr> <th>#</th> <th>Date/Time</th> <th>Reason</th> <th>Rx Ref</th> <th colspan="2">Initiator Of Activity</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9/29/20</td> <td>PATIENT INSTR. ORIGINAL</td> <td></td> <td colspan="2"></td> </tr> <tr> <td colspan="6">Comments: Patient Instructions Sent By Provider.</td> </tr> <tr> <td>2</td> <td>9/29/20@13:42:29</td> <td>SUSPENSE</td> <td>ORIGINAL</td> <td colspan="2">[REDACTED]</td> </tr> <tr> <td colspan="6">Comments: RX Placed on Suspense for CMOB until 09-29-20</td> </tr> <tr> <td>3</td> <td>9/29/20@13:48:43</td> <td>IERX</td> <td>ORIGINAL</td> <td colspan="2">[REDACTED]</td> </tr> <tr> <td colspan="6">Comments: Canceled by external provider (eRx)</td> </tr> <tr> <td>4</td> <td>9/29/20@13:48:44</td> <td>DISCONTINUED</td> <td>ORIGINAL</td> <td colspan="2">[REDACTED]</td> </tr> <tr> <td colspan="6">Comments: Discontinued while suspended. eRx discontinued by external prescriber</td> </tr> </tbody> </table>						#	Date/Time	Reason	Rx Ref	Initiator Of Activity		1	9/29/20	PATIENT INSTR. ORIGINAL				Comments: Patient Instructions Sent By Provider.						2	9/29/20@13:42:29	SUSPENSE	ORIGINAL	[REDACTED]		Comments: RX Placed on Suspense for CMOB until 09-29-20						3	9/29/20@13:48:43	IERX	ORIGINAL	[REDACTED]		Comments: Canceled by external provider (eRx)						4	9/29/20@13:48:44	DISCONTINUED	ORIGINAL	[REDACTED]		Comments: Discontinued while suspended. eRx discontinued by external prescriber					
#	Date/Time	Reason	Rx Ref	Initiator Of Activity																																																							
1	9/29/20	PATIENT INSTR. ORIGINAL																																																									
Comments: Patient Instructions Sent By Provider.																																																											
2	9/29/20@13:42:29	SUSPENSE	ORIGINAL	[REDACTED]																																																							
Comments: RX Placed on Suspense for CMOB until 09-29-20																																																											
3	9/29/20@13:48:43	IERX	ORIGINAL	[REDACTED]																																																							
Comments: Canceled by external provider (eRx)																																																											
4	9/29/20@13:48:44	DISCONTINUED	ORIGINAL	[REDACTED]																																																							
Comments: Discontinued while suspended. eRx discontinued by external prescriber																																																											
<div style="background-color: black; color: white; text-align: center; padding: 2px;">Enter ?? for more actions</div>																																																											
Select Action:Quit// <input type="button" value=""/>																																																											

Figure 6-17: Rx Activity Log 2

The details of the CancelRx can be viewed in the Holding Queue on the CancelRx Details screen.

eRx Holding Queue Display		Sep 30, 2020@14:03:42		Page: 1 of 5	
eRx Patient: [REDACTED]					
eRx Reference #: [REDACTED]					
eRx HT: (cm)()		eRx WT: (kg)()			
CANCELRX eRx Status: CANCEL PROCESS COMPLETE Current Status Details: First Fill:9/29/20, Last Fill:9/29/20, Refills Remaining Last New Rx status: PR - PROCESSED Outpatient Prescription status: DISCONTINUED eRx Patient Primary Telephone: [REDACTED] eRx Patient: [REDACTED] DOB: [REDACTED] eRx Provider Primary Telephone: [REDACTED] eRx Provider: [REDACTED] NPI: [REDACTED]					
eRx Drug: TEST DRUG eRx Qty: 30 eRx Refills: 1 eRx Days Supply: 30 eRx Written Date: SEP 29, 2020 eRx Issue Date: SEP 29, 2020					
<div style="background-color: black; color: white; text-align: center; padding: 2px;">+ Enter ?? for more actions</div>					
VP (VALIDATE PATIENT)		VM (VALIDATE PROVIDER)		VD (VALIDATE DRUG/SIG)	
P Print		RJ (Reject)		AC (Accept eRx)	
H (Hold)		UH (Un Hold)		RM (Remove eRx)	
Select Action:Next Screen// <input type="button" value=""/>					

Figure 6-18: CancelRx Details Screen in Holding Queue 1

As the user continues to scroll, the section for CancelRx Request Information displays.

eRx Holding Queue Display		Sep 30, 2020@14:04:53	Page: 3 of 5
eRx Patient: [REDACTED]			
eRx Reference #: [REDACTED]			
eRx HT: (cm)()		eRx WT: (kg)()	
+			
*****CANCEL RESPONSE INFORMATION*****			
APPROVED			
Response Status:			
Request/Response Type: APPROVED			
Response: First Fill:9/29/20, Last Fill:9/29/20, Refills Remaining:0			
Response by: [REDACTED]			
Response Date/Time: SEP 29, 2020@13:48:44			
Response Comments:			
Comments By:			
Comments Date/Time:			
+ Enter ?? for more actions			
VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)	
P Print	RJ (Reject)	AC (Accept eRx)	
H (Hold)	UH (Un Hold)	RM (Remove eRx)	
Select Action:Next Screen//			

Figure 6-19: CancelRx Details Screen in Holding Queue 2

The NewRx Details screen includes an eRx status stating, “Original eRx Canceled in the Holding Queue”.

eRx Holding Queue Display		Sep 22, 2021@09:24:21	Page: 1 of 3
eRx Patient: [REDACTED]			
eRx Reference #: [REDACTED]			
eRx HT: (cm)()		eRx WT: (kg)()	
+			
NEWRX			
eRx Status: ORIGINAL ERX CANCELED IN THE HOLDING QUEUE			
eRx Patient Primary Telephone: [REDACTED]			
eRx Patient: [REDACTED]		DOB: [REDACTED]	
Vista Patient: NOT LINKED		DOB: [REDACTED]	
eRx Provider Primary Telephone: [REDACTED]			
eRx Provider: [REDACTED]		DEA#: [REDACTED]	
Vista Provider: [REDACTED]		NPI: [REDACTED]	
		DEA#: [REDACTED]	
		NPI: [REDACTED]	
eRx Drug: PHENOBARBITAL 100MG TAB [C-IV]			
eRx Qty: 60		eRx Refills: 0 eRx Days Supply: 30	
+ Enter ?? for more actions			
VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)	
P Print	RJ (Reject)	AC (Accept eRx)	
H (Hold)	UH (Un Hold)	RM (Remove eRx)	
Select Action:Next Screen//			

Figure 6-20: NewRx Details Screen

In addition to the above scenarios, the following also go through the same workflow in the case of an “Active” Prescription being auto-Discontinued by a CancelRx Request:

- Auto-Cancel on NewRx records in the Holding Queue in “PR” status when there is an outstanding Denied RxRenewal Response in the Holding Queue.
- Auto-Cancel on NewRx records in the Holding Queue in “PR” status, when corresponding eRx record is also in Outpatient with a subsequent electronic renewal fill.
- Auto-Cancel on NewRx records in the Holding Queue in “PR” status and in Outpatient when there is an outstanding Approved or Approved with Changes RxRenewal Response not in the Holding Queue's List View.
- Auto-Cancel on NewRx records in the Holding Queue in “PR” status and in Outpatient, when there is an outstanding Approved with Changes RxRenewal Response in the Holding Queue's List View (Approved with Changes RxRenewal Response has been <AC> Accepted in the Holding Queue).
- Auto-Cancel on NewRx records in the Holding Queue in “PR” status and in Outpatient, when there is an outstanding Approved with Changes RxRenewal Response in the Holding Queue's List View (Approved with Change RxRenewal Response has not been <AC> Accepted in the Holding Queue).

6.5.2.2 Manual Approved or Denied CancelRx Responses

When eRxs are renewed within VA using either RN function or using CPRS Renewal, the eRx is deemed as a VA Prescription. The “&” symbol used to denote eRx Prescriptions separately in OP does not display against such Prescriptions anymore. When CancelRx Requests are sent for fillable eRx prescriptions that are taken over by VA, the system will not auto-Discontinue the Prescriptions in OP. However, the corresponding Holding Queue NewRx record is changed to “CAN” status and the CancelRx Request may be marked “CAH”, indicating that there is user intervention required.

Table 5: Scenarios for Manual Approved or Denied CancelRx Responses for NewRx

NewRx Prescription Status in OP	CancelRx Request Status (Before ACK)	CancelRx Request Status (After ACK)	CancelRx Response Status (After ACK)	Manual Approved CancelRx Response > Note	Manual Denied CancelRx Response > Denial Reason
Prescription renewed in VA using RN function	CAH (CANCEL COMPLETED IN HOLDING QUEUE)	CAA (CANCELRX REQUEST ACKNOWLEDGED)	CNP (CANCELRX RESPONSE PROCESSED)	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
Prescription renewed using CPRS Renewal	CAH	CAA	CNP	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.

NewRx Prescription Status in OP	CancelRx Request Status (Before ACK)	CancelRx Request Status (After ACK)	CancelRx Response Status (After ACK)	Manual Approved CancelRx Response > Note	Manual Denied CancelRx Response > Denial Reason
Deleted	CAH	CAA	CNP	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
Drug Interactions	CAH	CAA	CNP	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.
Non-Verified	CAH	CAA	CNP	Rx canceled at Pharmacy.	Rx Not Canceled - Rx not found in pharmacy system.

eRx Holding Queue Display Sep 30, 2020@14:06:20 Page: 1 of 3

eRx Patient: [REDACTED]
eRx Reference #: [REDACTED]
eRx HT: (cm)() eRx WT: (kg)()

CANCELRX
eRx Status: CANCEL COMPLETED IN HOLDING QUEUE
Last New Rx status: RXE - RXRENEWAL RESPONSE - PROCESSING ERROR
eRx Patient Primary Telephone: [REDACTED]
eRx Patient: [REDACTED] DOB: [REDACTED]
eRx Provider Primary Telephone: [REDACTED]
eRx Provider: [REDACTED] NPI: [REDACTED]

eRx Drug: potassium chloride (KLOR-CON M20) 20 mEq CR tablet
eRx Qty: 7 eRx Refills: 0 eRx Days Supply: 7
eRx Written Date: SEP 29, 2020 eRx Issue Date: SEP 29, 2020

eRx Sig:

+ Enter ?? for more actions		
VP (VALIDATE PATIENT)	VM (VALIDATE PROVIDER)	VD (VALIDATE DRUG/SIG)
P Print	RJ (Reject)	AC (Accept eRx)
H (Hold)	UH (Un Hold)	RM (Remove eRx)

Select Action:Next Screen//

Figure 6-21: Cancel Completed in Holding Queue

6.5.3 CancelRx Request Failed (CAF)

“CAF” (CancelRx Failed) is an actionable status used for CancelRx process when a failure occurs. One scenario is when the Outpatient Profile of a patient is locked in OERR and the system is attempting to auto-discontinue an eRx.

Table 6: Scenarios for CancelRx Failed

#	Scenario	Lock in OERR	Lock in Backdoor Orders > Edit Mode	Lock in Backdoor Orders
1	When a user selects an Active eRx from OP and locks it, and at the same time a CancelRx Request is sent for that prescription.	The CancelRx Request status is marked as CAF in the Holding Queue and the OP prescription continues to be Active.	The CancelRx Request status is marked as CAF in the Holding Queue and the OP prescription continues to be Active.	The CancelRx Request status is marked as CAO in the Holding Queue and the OP prescription is discontinued.
2	When a user selects a Pending eRx from OP and locks it, and at the same time a CancelRx Request is sent for that prescription.	The CancelRx Request status is marked as CAF in the Holding Queue.	The CancelRx Request status is marked as CAF in the Holding Queue.	The CancelRx Request status is marked as CAO in the Holding Queue and the OP prescription is discontinued.
3	When a user selects an eRx from OP that is on Hold, and at the same time a CancelRx Request is sent for that prescription.	The CancelRx Request status is marked as CAF in the Holding Queue and the OP prescription continues to be on Hold.	The CancelRx Request status is marked as CAF in the Holding Queue and the OP prescription continues to be on Hold.	The CancelRx Request status is marked as CAO in the Holding Queue and the OP prescription is discontinued.

6.5.4 CancelRx Request Received (CAR)

“CAR” (CancelRx Request Received) is an actionable status used for CancelRx process when a NewRx record in “PR” status in the Holding Queue is successfully canceled. However, the corresponding eRx in OP could not be auto-Discontinued because the patient on the NewRx record did not match the VistA patient in the Outpatient record. In this case, no automated CancelRx Response is sent. The user must acknowledge and send a manual response.

6.6 Inbound Error – CNE

The Inbound Error message is in the NCPDP 2017071 format for Inbound Error message received in VistA under situations including the Prescriber's EHR system being unable to receive and process a certain transaction sent from the pharmacy or a connection between the Transaction Hub and Change Healthcare is not working.

When a CancelRx Response sent from VistA Outpatient Pharmacy results in an Inbound Error, it is retrieved but not displayed in the Holding list view, with the status "CNE" (CancelRx Response/Inbound Error). This is not an actionable entry and does not require the user to acknowledge it.

6.7 Acknowledge: Hidden Action for CancelRx Request

When a CancelRx Request is displayed in the Holding Queue's list view, it is in an actionable status. The user can use the hidden action <ACK> Acknowledge to review and remove it from the list view. For a full list of CancelRx Request statuses, refer to [Table 13: Holding Queue Status Codes & Descriptions for CancelRx Request Message Type](#) in [Appendix B: Holding Queue Status Codes & Descriptions](#).

6.7.1 Acknowledge: Automated CancelRx Response Sent

In cases in which the automated CancelRx Response has already been sent to the requesting non-VA provider, the user does not have the ability to select the response type and send it out. This applies to the CancelRx Request records in the Holding Queue's list view, in "CAO" (Cancel Completed in Holding Queue) actionable status only.

To Acknowledge a CancelRx Request:

1. Select the CancelRx Request from the Holding Queue.

PSO ERX HOLDING QUEUE		Sep 17, 2020@14:35:27		Page: 1 of 4	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (May 20, 2020)			
Patient	DOB	Drug	Provider	STA	Rec Date
1.		Fosamax Plus D 70 mg-		CAH	9/17/20
2.		Amaryl 4 mg Tablet		CAH	9/16/20
3.		predniSONE 20 mg tabl		CAA	9/16/20
4.		predniSONE 20 mg tabl		CAO	9/15/20
5.		Topamax 100 MG Tablet		CAA	9/15/20
6.		Fosamax Plus D 70 mg-		CAO	9/1/20
7.		Amaryl 4 mg Tablet		CAO	8/21/20
8.		Amaryl 4 mg Tablet		CAH	8/17/20
9.		Amaryl 4 mg Tablet		CAH	8/17/20
10.		ibuprofen (MOTRIN) 80		CAH	8/14/20
11.		metformin (GLUCOPHAGE		CAH	8/14/20
12.		RISPERIDONE 2MG TAB		CAP	8/14/20
13.		RISPERIDONE 2MG TAB		CAP	8/14/20
14.		Topamax 100 MG Tablet		CAH	8/13/20
15.		CYMBALTA 60MG Caps DR		CAO	8/13/20
+ Enter ?? for more actions					
SI Select Item		SO Sort Entries			
SR (Search Queue)		MV (Message View)			
Select Action:Next Screen//					

Figure 6-22: Holding Queue – eRx in CAO Status

2. Enter <??> to display additional actions.

3. Enter <ACK>.

```
eRx Provider Primary Telephone: [REDACTED]
eRx Provider: [REDACTED] NPI: [REDACTED]

eRx Drug: prednisONE 20 mg tablet (DELTASONE)
eRx Qty: 8 eRx Refills: 0 eRx Days Supply: 4
eRx Written Date: SEP 11, 2020 eRx Issue Date: SEP 11, 2020

eRx Sig:
+ Enter ?? for more actions
P Print RJ (Reject) AC (Accept eRx)
H (Hold) UH (Un Hold) RM (Remove eRx)

The following actions are also available:
+ Next Screen LS Last Screen Q Quit
- Previous Screen GO Go to Page AD Add Comment
UP Up a Line RD Re Display Screen ACK Acknowledge
DN Down a Line PS Print Screen SH Status History
> Shift View to Right PL Print List EC eRx Change Request
< Shift View to Left SL Search List JO JUMP TO OP
FS First Screen ADPL Auto Display(On/Off)

Type <Enter> to continue or '^' to exit: █
```

Figure 6-23: Additional Action - ACK

4. Enter Yes to acknowledge the record.

```
eRx Reference #: [REDACTED]
eRx HT: (cm)() eRx WT: (kg)()

CANCELRX
eRx Status: CANCEL PROCESS COMPLETE
Last New Rx status: N - NEW
eRx Patient Primary Telephone: [REDACTED]
eRx Patient: [REDACTED] DOB: [REDACTED]

eRx Provider Primary Telephone: [REDACTED]
eRx Provider: [REDACTED] NPI: [REDACTED]

eRx Drug: prednisONE 20 mg tablet (DELTASONE)
eRx Qty: 8 eRx Refills: 0 eRx Days Supply: 4
eRx Written Date: SEP 11, 2020 eRx Issue Date: SEP 11, 2020

eRx Sig:
+ Enter ?? for more actions
VP (VALIDATE PATIENT) VM (VALIDATE PROVIDER) VD (VALIDATE DRUG/SIG)
P Print RJ (Reject) AC (Accept eRx)
H (Hold) UH (Un Hold) RM (Remove eRx)
Select Action:Next Screen// ACK ACK
Would you like to acknowledge this record?
Enter Yes or No: N//
```

Figure 6-24: Acknowledge Record

The CancelRx Request is acknowledged and Status is changed to “CAA” in the Holding Queue.

PSO ERX HOLDING QUEUE		Sep 17, 2020@14:40		Page: 1 of 4	
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (May 20, 2020)			
Patient	DOB	Drug	Provider	STA	Rec Date
1.		Fosamax Plus D 70 mg-		CAH	9/17/20
2.		Amaryl 4 mg Tablet		CAH	9/16/20
3.		predniSONE 20 mg tabl		CAA	9/16/20
4.		predniSONE 20 mg tabl		CAA	9/15/20
5.		Topamax 100 MG Tablet		CAA	9/15/20
6.		Fosamax Plus D 70 mg-		CAO	9/11/20
7.		Amaryl 4 mg Tablet		CAO	8/21/20
8.		Amaryl 4 mg Tablet		CAH	8/17/20
9.		Amaryl 4 mg Tablet		CAH	8/17/20
10.		ibuprofen (MOTRIN) 80		CAH	8/14/20
11.		metformin (GLUCOPHAGE		CAH	8/14/20
12.		RISPERIDONE 2MG TAB		CAP	8/14/20
13.		RISPERIDONE 2MG TAB		CAP	8/14/20
14.		Topamax 100 MG Tablet		CAH	8/13/20
15.		CYMBALTA 60MG Caps DR		CAO	8/13/20
+ Enter ?? for more actions					
SI Select Item		SO Sort Entries			
SR (Search Queue)		MV (Message View)			
Select Action:Next Screen//					

Figure 6-25: Holding Queue – CAA Status

When viewing the details of the record, the status of the CancelRx Request displays as “CancelRx Request Acknowledged”.

eRx Holding Queue Display		Sep 17, 2020@14:41:40		Page: 1 of 4	
eRx Patient: [REDACTED]					
eRx Reference #: [REDACTED]					
eRx HT: (cm)()		eRx WT: (kg)()			
+					
eRx Drug: prednisONE 20 mg tablet (DELTASONE)					
eRx Qty: 8		eRx Refills: 0		eRx Days Supply: 4	
eRx Written Date: SEP 11, 2020			eRx Issue Date: SEP 11, 2020		
eRx Sig:					
Take 2 tablets (40 mg total) by mouth once daily for 4 days					
*****CANCEL REQUEST INFORMATION*****					
Request Status: CANCEL REQUEST ACKNOWLEDGED					
Requested By: [REDACTED]					
Request Date/Time: SEP 15, 2020@16:06:23					
+ Enter ?? for more actions					
VP (VALIDATE PATIENT)		VM (VALIDATE PROVIDER)		VD (VALIDATE DRUG/SIG)	
P Print		RJ (Reject)		AC (Accept eRx)	
H (Hold)		UH (Un Hold)		RM (Remove eRx)	
Select Action:Next Screen//					

Figure 6-26: CancelRx Request Acknowledged

6.7.2 Acknowledge: No Automated CancelRx Response Sent

In cases where no automated CancelRx Response has been sent to the requesting non-VA Provider, the user has the ability to select the response type and send it out. This applies to the CancelRx Request records in the Holding Queue's list view, in the following actionable statuses only:

- “CAR” (CancelRx Request Received)
- “CAP” (Cancel Paper Rx or Faxed Rx)
- “CAH” (Cancel Completed in Holding Queue)
- “CAX” (CancelRx Response from VistA Unsuccessful)
- “CAF” (Cancel Process Failed)

To Acknowledge a CancelRx Request:

1. Select the CancelRx Request from the Holding Queue.

PSO ERX HOLDING QUEUE		Sep 17, 2020@14:42:41		Page: 1 of 4			
PSO ERX HOLDING QUEUE		ERX LOOK-BACK DAYS: 120 (May 20, 2020)					
Patient	ERX	LOOK-BACK DAYS: 120 (May 20, 2020)	DOB	Drug	Provider	STA	Rec Date
1.				Fosamax Plus D 70 mg-		CAH	9/17/20
2.				Amaryl 4 mg Tablet		CAH	9/16/20
3.				predniSONE 20 mg tabl		CAA	9/16/20
4.				predniSONE 20 mg tabl		CAA	9/15/20
5.				Topamax 100 MG Tablet		CAA	9/15/20
6.				Fosamax Plus D 70 mg-		CAO	9/1/20
7.				Amaryl 4 mg Tablet		CAO	8/21/20
8.				Amaryl 4 mg Tablet		CAH	8/17/20
9.				Amaryl 4 mg Tablet		CAH	8/17/20
10.				ibuprofen (MOTRIN) 80		CAH	8/14/20
11.				metformin (GLUCOPHAGE		CAH	8/14/20
12.				RISPERIDONE 2MG TAB		CAP	8/14/20
13.				RISPERIDONE 2MG TAB		CAP	8/14/20
14.				Topamax 100 MG Tablet		CAH	8/13/20
15.				CYMBALTA 60MG Caps DR		CAO	8/13/20
+ Enter ?? for more actions							
SI Select Item		SO Sort Entries					
SR (Search Queue)		MV (Message View)					
Select Action:Next Screen//							

Figure 6-27: Holding Queue – eRx in CAH Status

2. Enter <??> to display additional actions.

3. Enter <ACK>.

```
eRx Patient: [REDACTED] DOB: [REDACTED]
eRx Provider Primary Telephone: [REDACTED]
eRx Provider: [REDACTED] NPI: [REDACTED]
eRx Drug: ibuprofen (MOTRIN) 800 MG PO tablet
eRx Qty: 10 eRx Refills: 1 eRx Days Supply: 5
eRx Written Date: AUG 14, 2020 eRx Issue Date: AUG 14, 2020

+ Enter ?? for more actions
P Print RJ (Reject) AC (Accept eRx)
H (Hold) UH (Un Hold) RM (Remove eRx)

The following actions are also available:
+ Next Screen LS Last Screen Q Quit
- Previous Screen GO Go to Page AD Add Comment
UP Up a Line RD Re Display Screen ACK Acknowledge
DN Down a Line PS Print Screen SH Status History
> Shift View to Right PL Print List EC eRx Change Request
< Shift View to Left SL Search List JO JUMP TO OP
FS First Screen ADPL Auto Display(On/Off)

Type <Enter> to continue or '^' to exit:
```

Figure 6-28: Additional Action - ACK

4. Select the response type, <A> Approved or <D> Denied.

```
Outpatient Prescription status: DISCONTINUED
eRx Patient Primary Telephone: [REDACTED]
eRx Patient: [REDACTED] DOB: [REDACTED]
eRx Provider Primary Telephone: [REDACTED]
eRx Provider: [REDACTED] NPI: [REDACTED]
eRx Drug: ibuprofen (MOTRIN) 800 MG PO tablet
eRx Qty: 10 eRx Refills: 1 eRx Days Supply: 5
eRx Written Date: AUG 14, 2020 eRx Issue Date: AUG 14, 2020

+ Enter ?? for more actions
VP (VALIDATE PATIENT) VM (VALIDATE PROVIDER) VD (VALIDATE DRUG/SIG)
P Print RJ (Reject) AC (Accept eRx)
H (Hold) UH (Un Hold) RM (Remove eRx)
Select Action:Next Screen// ACK ACK
Would you like to send an 'Approved' or 'Denied' response?
    Select one of the following:
        A APPROVED
        D DENIED
Enter response: █
```

Figure 6-29: Select Response Type

5. Enter **Yes** to acknowledge the record.

```

eRx Patient: [REDACTED] DOB: [REDACTED]
eRx Provider Primary Telephone: [REDACTED]
eRx Provider: [REDACTED] NPI: [REDACTED]
eRx Drug: ibuprofen (MOTRIN) 800 MG PO tablet
eRx Qty: 10 eRx Refills: 1 eRx Days Supply: 5
eRx Written Date: AUG 14, 2020 eRx Issue Date: AUG 14, 2020

+ Enter ?? for more actions
VP (VALIDATE PATIENT) VM (VALIDATE PROVIDER) VD (VALIDATE DRUG/SIG)
P Print RJ (Reject) AC (Accept eRx)
H (Hold) UH (Un Hold) RM (Remove eRx)
Select Action:Next Screen// ACK ACK
Would you like to send an 'Approved' or 'Denied' response?

Select one of the following:
A APPROVED
D DENIED

Enter response: APPROVED
Would you like to acknowledge this record?
Enter Yes or No: N// Y
  
```

Figure 6-30: Acknowledge Record

The CancelRx Request is acknowledged and the Status is changed to “CAA” in the Holding Queue.

PSO ERX HOLDING QUEUE							Sep 17, 2020@14:46:27	Page:	1 of 4	
PSO ERX HOLDING QUEUE										
ERX LOOK-BACK DAYS: 120 (May 20, 2020)										
	Patient	DOB	Drug	Provider	STA	Rec Date				
1.			Fosamax Plus D 70 mg-		CAH	9/17/20				
2.			Amaryl 4 mg Tablet		CAH	9/16/20				
3.			predniSONE 20 mg tabl		CAA	9/16/20				
4.			predniSONE 20 mg tabl		CAA	9/15/20				
5.			Topamax 100 MG Tablet		CAA	9/15/20				
6.			Fosamax Plus D 70 mg-		CAO	9/1/20				
7.			Amaryl 4 mg Tablet		CAO	8/21/20				
8.			Amaryl 4 mg Tablet		CAH	8/17/20				
9.			Amaryl 4 mg Tablet		CAH	8/17/20				
10.			ibuprofen (MOTRIN) 80		CAA	8/14/20				
11.			metformin (GLUCOPHAGE		CAH	8/14/20				
12.			RISPERIDONE 2MG TAB		CAP	8/14/20				
13.			RISPERIDONE 2MG TAB		CAP	8/14/20				
14.			Topamax 100 MG Tablet		CAH	8/13/20				
15.			CYMBALTA 60MG Caps DR		CAO	8/13/20				
+ Enter ?? for more actions										
SI Select Item			SO Sort Entries							
SR (Search Queue)			MV (Message View)							
Select Action:Next Screen//										

Figure 6-31: Holding Queue – CAA Status

When viewing the details of the record, the status of the CancelRx Request displays as “CancelRx Request Acknowledged”.

eRx Holding Queue Display			Sep 17, 2020@14:48:06			Page: 0 of 4		
eRx Patient: [REDACTED]								
eRx Reference #: [REDACTED]								
eRx HT: (cm)()			eRx WT: (kg)()					
+								
eRx Sig: Take 1 tablet by mouth Twice daily with meals for 5 days.								
*****CANCEL REQUEST INFORMATION*****								
Request Status: CANCEL REQUEST ACKNOWLEDGED								
Requested By: [REDACTED]								
Request Date/Time: AUG 14, 2020@11:47:32								
Request Comments:								
Comments By:								
Comments Date/Time:								
+ Enter ?? for more actions								
VP (VALIDATE PATIENT)			VM (VALIDATE PROVIDER)			VD (VALIDATE DRUG/SIG)		
P Print			RJ (Reject)			AC (Accept eRx)		
H (Hold)			UH (Un Hold)			RM (Remove eRx)		
Select Action:Next Screen//								

Figure 6-32: CancelRx Request Acknowledged

6.8 Add Comments: Hidden Action for CancelRx Request/Response

There is a free-text “Comment” field in the Message Details view for CancelRx Request and Response messages. This field allows users to enter additional comments on the CancelRx Request and Response messages. To add a comment:

1. Type action <AD>.
2. Type Request/Response comments.

```
eRx Patient: [REDACTED]
eRx Reference #: [REDACTED]
eRx HT: (cm)() eRx WT: (kg)()

CANCELRX
eRx Status: CANCEL PROCESS COMPLETE
Last New Rx status: N - NEW
eRx Patient Primary Telephone: [REDACTED]
eRx Patient: [REDACTED] DOB: [REDACTED]
eRx Provider Primary Telephone: [REDACTED]
eRx Provider: [REDACTED] NPI: [REDACTED]
eRx Drug: prednisONE 20 mg tablet (DELTASONE)
eRx Qty: 8 eRx Refills: 0 eRx Days Supply: 4
eRx Written Date: SEP 11, 2020 eRx Issue Date: SEP 11, 2020
eRx Sig:
+ Enter ?? for more actions
VP (VALIDATE PATIENT) VM (VALIDATE PROVIDER) VD (VALIDATE DRUG/SIG)
P Print RJ (Reject) AC (Accept eRx)
H (Hold) UH (Un Hold) RM (Remove eRx)
Select Action:Next Screen// AD AD
REQUEST/RESPONSE COMMENTS: // SCREEN CAPTURE FOR USER MANUAL
```

Figure 6-33: Add Comments

3. Select <Enter>.

```
eRx Holding Queue Display Sep 17, 2020@14:31:23 Page: 2 of 4
eRx Patient: [REDACTED]
eRx Reference #: [REDACTED]
eRx HT: (cm)() eRx WT: (kg)()
+

*****CANCEL REQUEST INFORMATION*****
Request Status: CANCEL PROCESS COMPLETE
Requested By: [REDACTED]
Request Date/Time: SEP 15, 2020@16:06:23
Request Comments: SCREEN CAPTURE FOR USER MANUAL
Comments By: [REDACTED]
Comments Date/Time: SEP 17, 2020@14:30:33

*****CANCEL RESPONSE INFORMATION*****
APPROVED
+ Enter ?? for more actions
VP (VALIDATE PATIENT) VM (VALIDATE PROVIDER) VD (VALIDATE DRUG/SIG)
P Print RJ (Reject) AC (Accept eRx)
H (Hold) UH (Un Hold) RM (Remove eRx)
Select Action:Next Screen//
```

Figure 6-34: CancelRx Request Comments

The name of the user who made the comment displays in the “Comments By” field and the date/time the comments were made display in the “Comments Date/Time” field. Users can replace the existing comments with updated comments. When comments are replaced, the last user who made comments displays in the “Comments By” field and the date/time the comments were updated display in the “Comments Date/Time” field. To update or replace comments:

4. Type action <AD>.
5. Replace with updated comments.

```

eRx Reference #: 
eRx HT: (cm)()          eRx WT: (kg)()
+

*****CANCEL REQUEST INFORMATION*****

Request Status: CANCEL PROCESS COMPLETE
Requested By: 
Request Date/Time: SEP 15, 2020@16:06:23

Request Comments: SCREEN CAPTURE FOR USER MANUAL
Comments By: 
Comments Date/Time: SEP 17, 2020@14:30:33

*****CANCEL RESPONSE INFORMATION*****
APPROVED
+      Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)      VD (VALIDATE DRUG/SIG)
P Print                    RJ (Reject)                AC (Accept eRx)
H (Hold)                   UH (Un Hold)              RM (Remove eRx)
Select Action:Next Screen// ad AD
REQUEST/RESPONSE COMMENTS: SCREEN CAPTURE FOR USER MANUAL
Replace ... SECOND ATTEMPT ?? Replace

```

Figure 6-35: CancelRx Request Comments

6. Select <Enter>.

```

eRx Holding Queue Display      Sep 17, 2020@14:34:05      Page: 2 of 4
eRx Patient: 
eRx Reference #: 
eRx HT: (cm)()          eRx WT: (kg)()
+

*****CANCEL REQUEST INFORMATION*****

Request Status: CANCEL PROCESS COMPLETE
Requested By: 
Request Date/Time: SEP 15, 2020@16:06:23

Request Comments: SECOND ATTEMPT
Comments By: 
Comments Date/Time: SEP 17, 2020@14:34:05

*****CANCEL RESPONSE INFORMATION*****
APPROVED
+      Enter ?? for more actions
VP (VALIDATE PATIENT)      VM (VALIDATE PROVIDER)      VD (VALIDATE DRUG/SIG)
P Print                    RJ (Reject)                AC (Accept eRx)
H (Hold)                   UH (Un Hold)              RM (Remove eRx)
Select Action:Next Screen//

```

Figure 6-36: CancelRx Request Comments Updated

Appendix A: Acronyms and Abbreviations

This appendix defines the acronyms referenced in this document.

Table 7: Acronyms and Abbreviations

Term	Description
AITC	Austin Information Technology Center
CH	Change Healthcare
CHAMPVA	Civilian Health and Medical Program of the VA
CPRS	Computerized Patient Record System
CS	Controlled Substance
CSV	Comma-separated value
DAS	Data Access Service
DEA	Drug Enforcement Administration
DME	Durable Medical Equipment
DOB	Date of Birth
DoD	Department of Defense
E&E	Enrollment & Eligibility
EHR	Electronic Health Record
ES	Enrollment System
ESD	Enterprise Service Desk
HIN	Holder Identification Number
ePA	Electronic Prior Authorization
eRx	Electronic Prescription
ESD	Enterprise Service Desk
FAX	Facsimile
FQDN	Fully Qualified Domain Name
ID	Identification
IEP	Inbound ePrescribing
MbM	Meds by Mail
MPI	Master Person Index
NAIC	North American Industry Classification
NAICS	North American Industry Classification System
NCPDP	National Council for Prescription Drug Programs
NDC	National Drug Code
Non-CS	Non-Controlled Substance

Term	Description
NPI	National Provider Identifier
OERR	Order Entry/Results Reporting
OIT	Office of Information & Technology
OP	Outpatient Pharmacy
PBM	Pharmacy Benefits Management
PCS	Patient Care Services
PHI	Protected Health Information
PHR	Personal Health Record
PII	Personal Identifiable Information
PIN	Personal Identification Number
PIV	Personal Identification Verification
POC	Point of Contact
PPO	Program Planning Oversight
PRE	Pharmacy Reengineering
Rx	Prescription
SSN	Social Security Number
Tech	Technician
UI	User Interface
UPN	Universal Product Number
UPC	Universal Product Code
VA	Department of Veterans Affairs
VAMC	VA Medical Center
VDL	VA Documentation Library
VHA	Veterans Health Administration
VISN	Veterans Integrated Service Network
VistA	Veterans Health Information Systems and Technology Architecture

Appendix B: Holding Queue Status Codes & Descriptions

This appendix describes Holding Queue status codes.

Table 8: Holding Queue Status Codes & Descriptions for NewRx Message Type

Status Code	Description	Actionable Status in the Holding Queue
N	N/New: Status of the eRx when it first arrives in the Holding Queue and has not been acted upon in any way.	Yes
I	I/In Process: Status of the eRx when a user has taken an action on the eRx in the Holding Queue, including via the automatic patient or provider validation process.	Yes
W	W/Wait: Status of the eRx when a user has completed all 3 validations (Accept Validation/AV), on Patient, Provider and Drug/SIG, and has not yet completed the Accept (AC) action to process the eRx into the Pending Queue.	Yes
HPT	PATIENT NOT FOUND	Yes
HPD	PROVIDER NOT FOUND	Yes
HNF	NON-FORMULARY DRUG THAT NEEDS APPROVAL	Yes
HSO	INSUFFICIENT STOCK	Yes
HDI	DRUG-DRUG INTERACTION	Yes
HAD	ADVERSE DRUG INTERACTION	Yes
HBA	BAD ADDRESS	Yes
HPC	PROVIDER CONTACTED	Yes
HPA	PRIOR APPROVAL NEEDED	Yes
HOR	OTHER REASON	Yes
HPP	PATIENT CONTACTED	Yes
HPR	HOLD DUE TO PATIENT REQUEST	Yes
HQY	QUANTITY OR REFILL ISSUE	Yes
HCR	PRESCRIBER'S CS CREDENTIAL IS NOT APPROPRIATE	Yes
HWR	CS PRESCRIPTION WRITTEN/ISSUE DATE HAS PROBLEMS	Yes
HIS	PROVIDER DEA# ISSUE	Yes

Status Code	Description	Actionable Status in the Holding Queue
HRX	HOLD FOR RX EDIT	Yes
HDE	DRUG USE EVALUATION	Yes
HTI	THERAPUTIC INTERCHANGE	Yes
RJ	RJ/Rejected: Status of the eRx when it has been rejected by a user. A message is sent back to the external provider indicating the eRx was rejected and the reason for rejection. Refer to the various reject reasons below.	No
RM	RM/Removed: Status of the eRx when it has been removed by a user. Note that a message is NOT sent back to the external provider when an eRx is removed. Refer to the various remove reasons below.	No
CAN	Original eRx Canceled in Holding Queue	No
HC	HOLD DUE TO CHANGE	Yes
CXQ	CANCELED DUE TO CHANGE	No

Table 9: Holding Queue Status Codes & Descriptions for RxRenewal Request Message Type

Status Code	Description	Actionable Status in the Holding Queue
RRN	RXRENEWAL REQUEST - NEW	No
RRC	RXRENEWAL REQUEST COMPLETE	No
RRP	RXRENEWAL REQUEST PROCESSED	No
RRX	RXRENEWAL REQUEST EXPIRED (RxRenewal Request message changes to “Expired” status if a response is not received after two weeks)	No
RRR	RXRENEWAL REQUEST RESPONSE RECEIVED	No
RRE	RXRENEWAL REQUEST ERROR	No

Table 10: Holding Queue Status Codes & Descriptions for RxRenewal Response Message Type

Status Code	Description	Actionable Status in the Holding Queue
RXN	RXRENEWAL RESPONSE - NEW	Yes
RXR	RXRENEWAL RESPONSE REPLACE - NEW	Yes
RXI	RXRENEWAL RESPONSE - IN PROGRESS	Yes
RXP	RXRENEWAL RESPONSE PROCESSED	No
RXC	RXRENEWAL RESPONSE COMPLETE	No
RXD	RXRENEWAL RESPONSE DENIED/DNTF	Yes
RXW	RXRENEWAL RESPONSE WAITING	Yes
RXA	RXRENEWAL RESPONSE ACKNOWLEDGED	No
RXF	RXRENEWAL RESPONSE FAILED	Yes
RXE	RXRENEWAL RESPONSE - PROCESSING ERROR	Yes

Table 11: Holding Queue Status Codes & Descriptions for RxChange Request Message Type

Status Code	Description	Actionable Status in the Holding Queue
CRN	RXCHANGE REQUEST - NEW	No
CRC	RXCHANGE REQUEST COMPLETE	No
CRP	RXCHANGE REQUEST PROCESSED	No
CRX	RXCHANGE REQUEST EXPIRED (RxChange Request message changes to “Expired” status if a response is not received after two weeks)	No
CRR	RXCHANGE REQUEST RESPONSE RECEIVED	No
CRE	RXCHANGE REQUEST ERROR	No

Table 12: Holding Queue Status Codes & Descriptions for RxChange Response Message Type

Status Code	Description	Actionable Status in the Holding Queue
CXN	RXCHANGE RESPONSE - NEW	Yes

Status Code	Description	Actionable Status in the Holding Queue
CXV	RXCHANGE RESPONSE – PRESCRIBER AUTH - NEW	Yes
CXY	RXCHANGE RESPONSE – PRIOR AUTH - NEW	Yes
CXI	RXCHANGE RESPONSE - IN PROCESS	Yes
CXP	RXCHANGE RESPONSE PROCESSED	No
CXC	RXCHANGE RESPONSE COMPLETE	No
CXD	RXCHANGE RESPONSE DENIED	Yes
CXW	RXCHANGE RESPONSE WAITING	Yes
CXA	RXCHANGE RESPONSE ACKNOWLEDGED	No
CXE	RXCHANGE RESPONSE - PROCESSING ERROR	Yes

Table 13: Holding Queue Status Codes & Descriptions for CancelRx Request Message Type

Status Code	Description	Actionable Status in the Holding Queue
CAA	CANCELRX REQUEST ACKNOWLEDGED	No
CAH	CANCEL COMPLETED IN HOLDING QUEUE	Yes
CAO	CANCEL PROCESS COMPLETE	Yes
CAP	CANCEL PAPERRX OR FAXED RX	Yes
CAR	CANCELRX REQUEST RECEIVED	Yes
CAX	CANCELRX RESPONSE FROM VISTA UNSUCCESSFUL	Yes
CAF	CANCEL PROCESS FAILED	Yes

Table 14: Holding Queue Status Codes & Descriptions for CancelRx Response Message Type

Status Code	Description	Actionable Status in the Holding Queue
CNE	CANCELRX RESPONSE/INBOUND ERROR	No
CNP	CANCELRX RESPONSE PROCESSED	No
CNX	MANUAL OR AUTO-CANCELRX RESPONSE NOT SENT	No

Table 15: Holding Queue Status Codes & Descriptions for Inbound Error Message Type

Status Code	Description	Actionable Status in the Holding Queue
RRE	RXRENEWAL REQUEST ERROR	Yes
IRA	INBOUND RXRENEWAL ERROR ACKNOWLEDGED	No
E	ERROR	No
CNE	CANCELRX RESPONSE/INBOUND ERROR	No
CRE	RXCHANGE REQUEST ERROR	Yes
ICA	INBOUND RXCHANGE ERROR ACKNOWLEDGED	No

Table 16: Reject Reason Codes (NewRx Message Only)

Status Code	Description
PTT01	Patient not eligible
PTT02	Cannot resolve patient
PVD01	Provider not eligible
PVD02	Cannot resolve provider
DRU01	Not eligible for renewals
DRU02	Non-formulary drug
DRU03	Duplicate prescription found for this patient
DRU04	Invalid quantity
DRU05	Duplicate therapeutic class
DRU06	Controlled substances are disallowed
ERR01	Multiple errors, please contact the pharmacy
ERR02	Incorrect pharmacy
ERR03	Issues with prescription, please contact the pharmacy
PVD03	Missing/bad digital signature on inbound CS ERX
PVD04	Prescriber's CS credential is not appropriate
PTT03	Patient's mailing address is missing/mismatched
ERR09	Other

Table 17: Remove Reason Codes (NewRx Message Only)

Status Code	Description
REM01	Drug out of stock or on backorder and unavailable for processing
REM02	Patient was not able to pick up
REM03	Prescription canceled by provider
REM04	Prescription processed manually
REM05	Provider will cancel this eRx and submit another
REM06	Unable to mail prescription and patient unable to pick up
REM07	Unable to contact patient
REM08	Unable to contact provider
REM91	Undefined system error
REM92	Other
REM09	ERX Issue not resolved-Provider contacted

Appendix C: NCPDP Error Codes

This appendix outlines common NCPD error codes and their descriptions, which will be visible in the Detail View of a message in the IEP web-based application.

Table 18: NCPDP Error Codes

Element Name	M/O	Datatype	Possible Values	Description
Code	M	String	600 601 602 900	<ul style="list-style-type: none"> • 600 Communication problem - try again later • 601 Receiver unable to process • 602 Receiver System Error • 900 Transaction rejected
Description Code	O	String	001 002 003	<ul style="list-style-type: none"> • 001 Sender ID not on file. • 002 Receiver ID not on file. • 003 Invalid password for sender. • 004 Invalid password for receiver • 005 No password on file for sender. • 006 No password on file for receiver. • 007 Internal processing error has occurred. • 008 Request timed out before response could be received. • 009 Required segment UIB is missing. • 010 Required segment UIH is missing. • 011 Required segment UIT is missing. • 012 Required segment UIZ is missing. • 013 Unknown segment has been encountered.
Description	O	an (70)	Free text	

Appendix D: RxRenewal Request Preconditions and Warnings

This appendix outlines when warnings are triggered for an outbound RxRenewal Request. A warning is received when:

1. Renewals are remaining for the prescription; therefore, a renewal request cannot be created.
1. <RR> is being used on a non-eRx prescription.
2. <RR> is used on an eRx that already has a RxRenewal Request generated. Warning text includes the user who initiated the request, when each request was sent, any response received for the request or if it ended up in an ERROR scenario, and the number of requests sent in the last 30 days.
3. <RN> (Renew) function is initiated for an eRx.
4. Place Order # contains “S” or it is not a positive integer.
5. Prescription does not exist in File #52.
6. Orderable item is in Inactive status.
7. Prescription is in CMOP Transmission state.
8. Prescription has been expired for greater than 120 days.
9. Prescription has been discontinued for greater than 120 days.
10. Drug mismatch.
11. Invalid dosage.
12. Missing SIG.
13. Drug is no longer used by Outpatient Pharmacy.
14. DEA Special Handling filed has 1, 2, or W.
15. Schedule I Narcotic Drug.
16. Maximum number of renewals (26) has been reached.
17. Status in File #52 is 2, 5, 6, 11, 14.
18. Rx has Forward Order # field, 39.5 in File #52.
19. Same as previous, but checks cross-referenced AQ.
20. Titration – Tapering Dose/Complex.